



SUPPORTING QUALITY EMPLOYMENT SOLUTIONS®

REPORT OF THE NEBRASKA

State Rehabilitation Council

2 0 0 5 - 2 0 0 6



State Rehabilitation Council

Nebraska Department of Education

October 2006

Dear Fellow Nebraskans,

The State Rehabilitation Council (SRC) has enjoyed another busy and productive year. We continue to work closely with Nebraska Vocational Rehabilitation (VR) and are pleased to be part of the process to improve and expand services for Nebraskans who experience disabilities. At SRC's request, VR made a number of presentations this past year. The topics included:

- VR's goals for new partnerships and new rehabilitation programs for consumers with physical disabilities. One example VR gave to show their progress was a new partnership with Madonna Rehabilitation Hospital.
- VR's new Transition Services Resource Packet for Educators. The SRC provided input during its development, and it was distributed to VR staff and Nebraska schools at the start of the 2006/2007 school year.
- Six new customer services pamphlets, which outline VR services, and what consumers should expect from VR when receiving services. The SRC also gave input for the pamphlets.
- A VR meeting with two representatives from the Rehabilitation Services Administration (RSA) and the SRC. The meeting gave the RSA a new view of the Nebraska VR Program through the "eyes" of an independent council. It also allowed the SRC to provide direct input into critical issues such as order of selection, direct staff services, and service delivery to our consumers.

In the coming year, the SRC looks forward to continued collaboration with VR, the Client Assistance Program, the Assistive Technology Project, and the State Independent Living Council. The dedication of the SRC, combined with VR's dedication and knowledge, provides a wonderful opportunity to improve the quality of life and economic outcomes for all Nebraskans who experience disabilities.

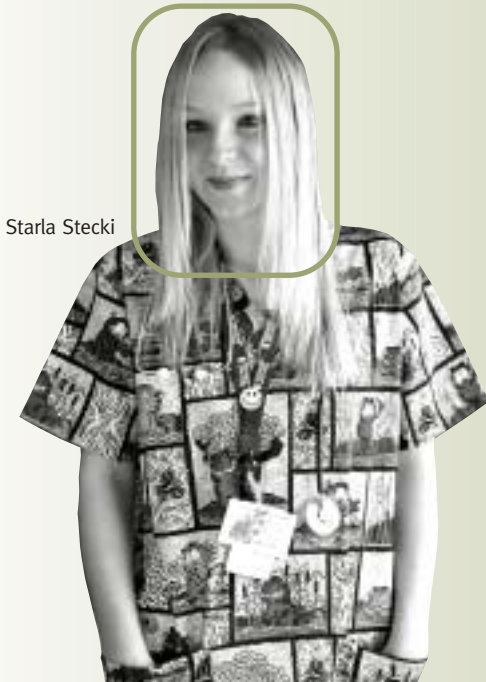
Best Regards,

Gayle Hahn

Gayle Hahn, Chairperson
Nebraska State Rehabilitation Council

“Starla is very positive, a great problem solver and takes each day as it comes.”

Joni Minor
Employment Specialist
Omaha



Starla Stecki

Starla Stecki had more than the usual share of difficult teen years from dealing with both family and a personal history of substance abuse. Repeated truancy at school got Starla involved with the Juvenile Justice System (JJS), a turning point in her life. JJS is funded by Health and Human Services, Vocational Rehabilitation, and Omaha Public Schools. Through JJS, Starla finished her GED. She worked with Voc Rehab Employment Specialist Joni Minor. Together they identified her employment goals and a plan to reach them. Starla successfully completed a Certified Nursing Assistant (C.N.A.) training program with Voc Rehab’s help. She is employed as a C.N.A. at the Douglas County Hospital.

SUCCESS STORY

Message from Frank C. Lloyd

Director of Vocational Rehabilitation

Community Partnerships Key to Expanding Resources While Increasing Effectiveness

Partnerships between government agencies are so commonplace that we can easily overlook their real value. At times, the idea of partnerships seems like a trite management principle. We’re expected to create them, so we comply. We have all experienced those infamous written agreements that are duly signed, properly filed, yet promptly forgotten.

With such lackluster experiences we are not likely to explore developing non-mandated partnerships. Even if we try to carry out the letter of the law with a partnership, it is easy to conclude that we would be better off to go it alone, if we don’t see real value in a mandated partnership. Effective partnerships are hard work. Obviously, they don’t start working after everyone has signed the formal agreement.



Vocational Rehabilitation Office Locations

Yet, there’s more value to partnerships than we might have expected or experienced in the past. A partnership can reduce duplication of effort while increasing the level of services available to Voc Rehab consumers. But, more importantly, partnerships can open the door to a broad range of needed services that we would never be able to provide alone.

The consumers who apply for Vocational Rehabilitation services frequently have multiple needs for support. These needs are to be addressed in the Individualized Plan for Employment (IPE) to assure that the consumer is successful in finding and keeping employment.

NEBRASKA VOCATIONAL REHABILITATION EMPLOYMENT PROGRAM 2006

Employment Program	# people
Applied for Services	4,116
Eligible for Services	3,667
Started Services	2,423
Received Services	5,591
Successfully Employed	1,498
Continuing in Services	3,204
Success Rate	62.47%

Transition Program

Successful Transition	201
-----------------------	-----

Employment Warranty

Post Employment Services

Successful Warranty	285
---------------------	-----

Clearly, Voc Rehab can't provide everything that a consumer may need to be successful. Yet, we must address how these needs will be met. Providing and coordinating all necessary services is time consuming, even if the Voc Rehab Specialist and the consumer know what is needed and who can provide it.

Even with thorough planning, many consumers who receive VR services are not successfully employed. To meet the Rehabilitation Services Administration (RSA) national standard, we must be successful 55% of the time with consumers who have developed an IPE. But, that means 45 out of 100 consumers who receive services are unsuccessful. Clearly, we need to do better, but how? It doesn't make sense to just bring more consumers into our system and assume that we will do better with the next group. Nor should we simply assume that a 55% success rate is the natural state of affairs so we don't need to explore alternatives.

There are many things that affect our success rate. While we don't have control over most of them, certainly, we have an opportunity to influence many of them.

"Nate is a hard working college student who is a joy to work with."

Veva Cheney

Director of Services for
Students with Disabilities
University of Nebraska, Lincoln

Early planning allowed for a smooth transition from high school to college for

Nate Schulte. Nate was born with cerebral palsy, resulting in limited mobility and communication. While he was still a high school junior, Nate and his parents worked with VR staff in Omaha to prepare for college. They also consulted with Veva Cheney, the Director of Services for Students with Disabilities at UNL, who helped with accommodations he needed to attend college at UNL.

Today, Nate is a busy college student pursuing a major in Marketing.

Employment Specialist Julie Johnson continues to monitor his progress and will work with him on employment after graduation.

SUCCESS STORY



Nate Schulte



Message...

“Working with Erick was a rewarding experience due to the cooperation of his family and the service providers.”

Belva Junker

Employment Specialist Grand Island

Erick Sandoval made a career choice while still in high school; he would like a job in the field of business. However, Erick first wanted to be independent and learn to drive. This could be difficult since Erick was born with arthrogryposis, a muscle disorder causing joint contractures and limiting range of motion. Voc Rehab Specialist Belva Junker and Roxanne Rowley, a Technology Specialist with Nebraska Assistive Technology Partnership (ATP), worked with Erick and his parents to find solutions. They made driving assessments, identified appropriate assistive driving devices and made the necessary modifications to Erick's van. Erick now attends Central Community College in Hastings and plans to transfer to the University of Nebraska-Kearney.

SUCCESS STORY

We can improve our planning processes to assure that issues are identified early and addressed in the IPE. We can integrate our planning and placement services to help assure a continuous level of effort, to maintain continuity, and increase the likelihood that consumers will be successfully employed. We can also expand our retention services. All these processes and services are part of the answer.

Effective partnerships that complement VR services can also help us improve our success rate. Partnerships can provide an increased and sustained level of support that is not possible when a consumer is only served by VR alone. Yet time constraints and busy workloads often get in the way of developing these partnerships. So what conditions do we need to establish to foster effective partnerships?

1. Value A Partner's Contribution.

Partners appreciate each other's contributions. They are proud to be affiliated and recognize that working together they can be more effective in serving their common population. They willingly acknowledge the contribution of the other partner and openly celebrate their mutual success.

2. Promote Collaboration, Not Competition.

Each partner provides a unique facet of service or support that helps foster a spirit of collaboration. Partners know that success in their common venture is not possible if they compete. Partners bring complementary skills and resources that are committed to a common purpose. They focus on the unique strengths of each partner.



Erick Sandoval

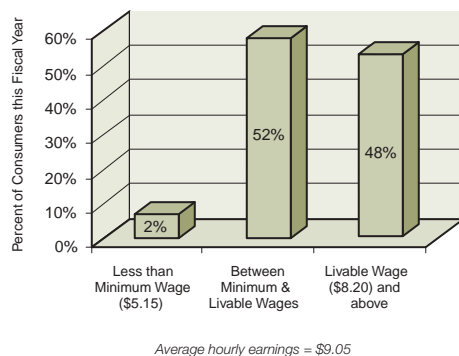
3. Honor Identity and

Autonomy. Part of a partnership's value is the unique identity and autonomy of each partner. When they operate successfully outside the partnership, they have something of value to offer in the partnership. Efforts to homogenize partners is destined to fail since it will chip away at their autonomy and unique cultures which bring energy to their programs. It is the unique and combined strengths of each partner that create opportunities that could not be possible if working alone.

4. Foster High Levels of

Communication and Coordination. The price of effective partnerships is spending the time to understand each other's program and coordinate efforts so the entities function as an integrated system within the confines of the partnership. If the relationship sours, the formal agreement may stay in force but the positive aspects that inspired the partnership begin to diminish.

HOURLY EARNINGS FOR SUCCESSFULLY EMPLOYED



Unless each partner works to maintain the relationship, the partnership may drift apart.

5. Share Responsibilities and Hold the Partnership Accountable.

There is no partnership when we just pay someone else for services. Similarly, it is not a partnership if we view the partner simply as a valuable "referral source", even if we keep them updated on the latest progress.

"When employees are successful, we are successful."

Jeanette Washington
Omaha Godfather's Pizza, Inc



Godfather's Pizza, Inc. began as a single restaurant in Omaha, Nebraska. It now has locations in more than 40 states. "Godfather's has a commitment to the communities it serves," says Jeanette Washington, Manager, Employee Relations and Diversity Initiatives. This includes hiring staff that reflect the people they serve. Working with Voc Rehab, they have successfully hired VR consumers in Lincoln and Omaha, as well as other states. Michelle Hancock of Omaha VR says, the evolving partnership will include both the Adult Services and high school Transition Program from which potential VR consumers can be referred.

Jeanette sees this joint effort as a win-win situation for everyone involved. Working with Voc Rehab assists with putting the right person in the right job.

SUCCESS STORY

Message...

*"I have recommended
Voc Rehab to several
other people."*

Marda Sheen
St. John's Good Samaritan Center
Kearney



Marda Sheen

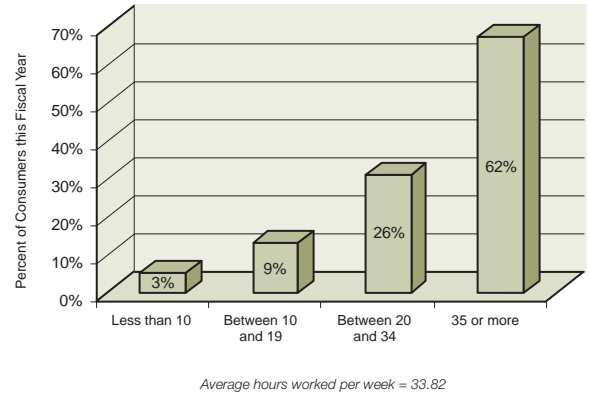
Marda Sheen had worked in her family owned greenhouse and florist shop for many years. She considered, for a moment, buying the business when her parents decided it was time to retire. The physical limitation resulting from injuries sustained in a car accident stopped her. Instead, Marda began looking for a new career.

A referral from the local Workforce Development office sent her to the offices of Kearney Voc Rehab. Working with Employment Specialist Cindy Powell, Marda reviewed her skills, interests, and physical limitations. Marda improved her computer skills and increased her knowledge of software programs in the Voc Rehab computer lab. It all paid off when Marda was offered and accepted a position as receptionist/administrative secretary at St. John's Good Samaritan Center.

SUCCESS STORY

The key to effective partnerships is shared responsibilities and holding the partnership accountable. It's hard to criticize and blame when each partner is accountable for the effectiveness of the partnership. Like effective teams, partners must have common goals and an agreed upon approach for which they hold themselves mutually accountable. Additionally, just being aware that an entity in the community has resources for a consumer does not constitute an effective partnership, even if it is a valuable resource. The key is shared responsibility and mutual accountability.

HOURS WORKED PER WEEK FOR SUCCESSFULLY EMPLOYED



6. Wrap Services Around.

Partnerships make it easier to provide many of the services and supports that a consumer needs to become successfully employed. Housing, transportation, medical care, and child care assistance may be needed in addition to acquiring job skills and being hired. This array of services require assistance from multiple agencies. The key is wrapping all the needed supports around the consumer, and sustaining the supports for a period of time so the consumer begins to experience success. Effective partnerships can't cover every need, but typically address the critical essentials.

Nebraska Voc Rehab has developed some very effective partnerships. Our service delivery model of direct services and team accountability has helped foster these partnerships. Service delivery models that focus on an individual counselor's caseload typically do not encourage staff to develop partnerships that benefit all consumers. Unfortunately, the focus is more on "my territory, my caseload and what will help me reach my production goals." Consequently, efforts focus on short-term thinking and competition - not collaboration with a partner that yields long-term benefits to consumers throughout the state.

Here are some of Voc Rehab's valued partnerships:

Employer Partnerships. Some employers that VR has partnerships with include InfoUSA, Nebraska Machine Products, Marriott, and Chief Industries. Collectively, these business partners provide opportunities for work site evaluations, on-the-job skill training, training scholarships, and access to good jobs with medical benefits. Our intensified efforts with transition students will open new opportunities to expand our business partnerships as employers participate in job shadowing, practice interviews, employer tours and other career exploration activities.

SUCCESS STORY

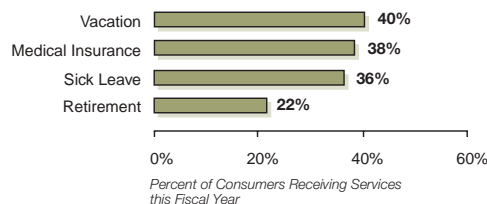
"...never be afraid to ask for help."

Cole Zentner
Central Community College
Columbus

It was his junior year at Cedar Rapids High School when Cole Zentner met with staff from the Voc Rehab office in Norfolk. Cole was diagnosed with a severe bilateral hearing impairment as a child and was eligible for services through Voc Rehab's Transition Program. He discussed educational and employment options with Specialist Amy Rose. Cole took part in non-paid work experiences, which helped to influence his choice to pursue a career as a teacher in special education.

Cole is currently attending Central Community College in Columbus and plans to transfer to Wayne State College and pursue a degree in elementary education.

FRINGE BENEFITS FOR SUCCESSFULLY EMPLOYED



Cole Zentner



Message...

*“It was definitely
a great pleasure
to work with
Voc Rehab...”*

Marvin Dyer

Marv's Custom Leather and Silver
Crawford

Marvin Dyer



With the dream of starting his own leatherwork business, Marvin Dyer contacted the Voc Rehab office in Scottsbluff for assistance. Marvin had previously been a client of Voc Rehab following a car accident that left him with a broken neck resulting in paraplegia.

Marvin had years of experience as a Leatherworker, plus the ambition and determination to succeed. VR brought in a business consultant to help Marvin develop a business plan. He also decided to expand his product line by training as a silversmith. Along

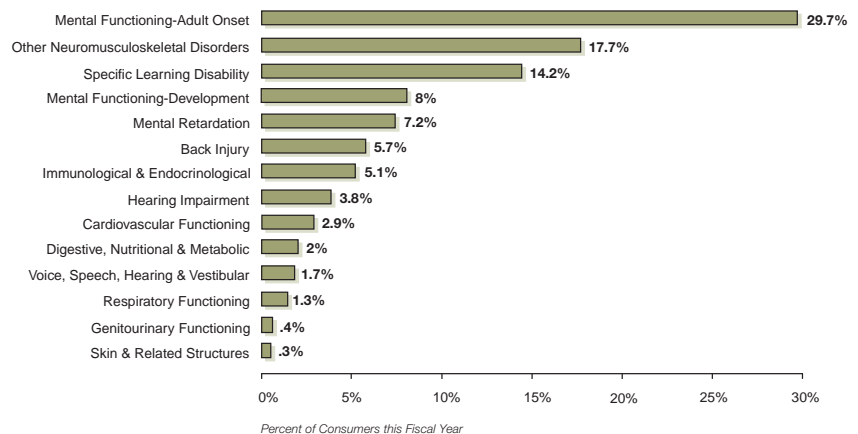
with his leather goods, he can offer jewelry, belt buckles and spurs. Today Marv's Custom Leather and Silver is a thriving business.

Additionally, our work with the National VR/Business Network is opening the door to more local and national employer partnerships. This year, our placement staff will begin developing employer accounts with businesses that offer jobs in growth areas in Nebraska. These opportunities are possible because staff members are thinking “partnerships”. Placing one consumer with an employer and then moving on to the next consumer will not build the long-term opportunity for good jobs. That is why we will continue to target our efforts in selected

industries with employers who offer good jobs, a living wage and offer access to medical benefits.

Education Partnerships. Our transition staff has developed a positive working relationship with more than 325 schools throughout Nebraska. More than 50% of the adults that VR serves experienced their disability when they were in high school. This is why it makes good business sense for Voc Rehab to be proactive and work collaboratively with schools throughout Nebraska.

LEADING CAUSES OF IMPAIRMENT FOR THOSE WHO RECEIVED SERVICES



SUCCESS STORY

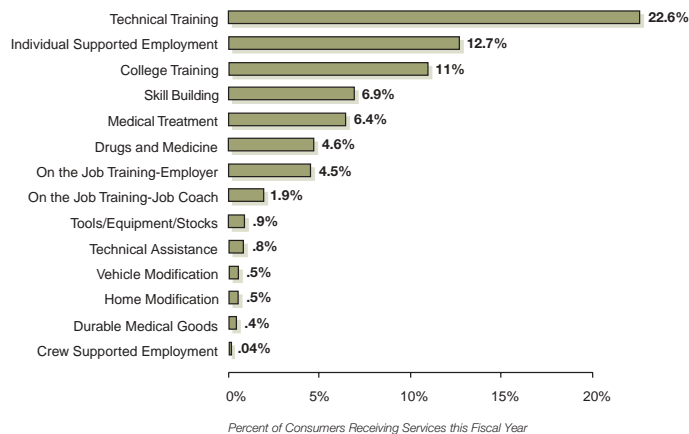
Schools provide extensive supports and opportunities for students to explore careers and move toward job maturity. Even if we choose not to participate we can be assured that many of these students will come to us as adults without all the supports and services that were available to them in school.

Mental Health Supported Employment Partnerships.

Our supported employment partnerships with community mental health providers have been effective in helping people with severe and persistent mental illness obtain meaningful work

activity despite poverty and system barriers that don't afford them the opportunity to work to their full potential. We could not be as effective working with people with serious mental illness without the extensive supports that are provided through valued partnerships with Liberty Centre in Norfolk, Community Alliance in Omaha, Cirrus House in Scotts Bluff, and the combined efforts of Goodwill Industries of Greater Nebraska and Region III Behavioral Health System in Grand Island, Kearney and surrounding counties, as well as North Platte.

SERVICES PROVIDED BY COMMUNITY AGENCIES AND PROGRAMS FOR SUCCESSFULLY EMPLOYED



“John is the one who wanted to make it work...”

Jill Vasina

Employment Specialist, Columbus

John Swerczek struck his head in a motor vehicle accident that nearly took his life. Emergency brain surgery was able to save him, but even after 20 years, he still deals with the aftermath of the resulting Traumatic Brain Injury (TBI) and seizure disorder. As John resumed activities following his recovery, he realized finding and keeping a job would prove to be a challenge. After many years, a referral from the local Workforce Development sent John to the Columbus office of Voc Rehab. Working with Specialist Jill Vasina, John was provided assessment and job placement services. Jill contacted Assistive Technology Partnership (ATP) and John received a DayMinder to help deal with memory issues. Co-ordination with Rainbow House provided supported employment services and today John works for Nebraska Pork Partners.



John Swerczek

ECONOMIC IMPACT STUDY CONDUCTED

In June 2006, the Center for Economic Development and Business Research at Wichita State University conducted an economic impact study for Nebraska Vocational Rehabilitation. In their summary statement they concluded that “Nebraska Vocational Rehabilitation had 1426 job placements in fiscal year 2005, with an annual direct payroll of just over \$21 million. These placements generated almost \$600 thousand dollars in state sales tax revenues, close to \$108 thousand in local sales tax revenues (based on an estimated local sales tax rate of 1%) and \$335 thousand in state income tax revenues.”

Medical Centers.

Our partnerships with medical and rehabilitation centers, such as Madonna Rehabilitation Center in Lincoln, are opening opportunities to reach and effectively serve individuals who have experienced a stroke or traumatic brain injury.

Other Partnerships. Our partnership with the correctional system has increased our effectiveness with juveniles through our partnership with Omaha Public Schools and Health & Human Services System. An emerging partnership with the TeamMates Mentoring Program will help us be more effective in serving youth with disabilities — one student and mentor at a time.

OCCUPATIONS AND EARNINGS FOR SUCCESSFULLY EMPLOYED

Occupations	Percent	Average Hourly Earnings
Service	35.2%	\$7.60
Office Support	12.3%	\$8.42
Sales	11.5%	\$7.60
Professional	10.1%	\$13.18
Production	9.5%	\$9.46
Transportation and Material Moving	8.0%	\$9.58
Installation, Maintenance and Repair	4.5%	\$10.31
Farming, Fishing, and Forestry	3.6%	\$12.87
Construction and Extraction	2.7%	\$11.14
Management, Business and Finance	2.3%	\$8.69
Military	.3%	\$12.82

The newly formed partnership with NDE Special Education to develop a youth leadership council will open leadership training and opportunities for students with disabilities.

Each of these partnerships makes it possible to achieve what we could not if we went alone.

Look around your community. Partnership opportunities are everywhere. Partnerships are not just a nice thing to do to stay in management vogue.

They are an essential part of how people with disabilities secure meaningful employment. Partnerships weave an organization into the fabric of the community.

Creativity occurs when seemingly dissimilar ideas are placed together and a new idea is formed. We shouldn't look for just the obvious links. Consider the uncommon connection. Most community entities who are interested in employment are open to providing resources to people with disabilities.

Force your thinking to hold dissimilar entities together and you'll likely think of a creative partnership.

Clearly, partnerships are a key to maximizing limited resources while greatly increasing our effectiveness. Partnerships increase the opportunities for people with disabilities to secure meaningful employment while earning a living wage with access to benefits.

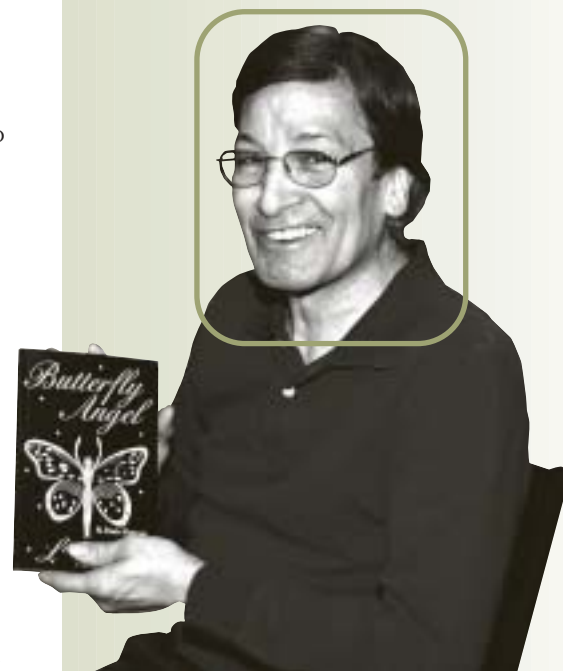
Frank C. Lloyd

Frank C. Lloyd
Director, Vocational Rehabilitation

“Voc Rehab was a tremendous help to me.”

Richard Duncan
Author, Seward

SUCCESS STORY



Richard Duncan

2006 PERFORMANCE ON FEDERAL STANDARDS

	Federal Standard	Voc Rehab FY2006	Rating
Increased number of employment outcomes	Equal or Increase	+80 Consumers	Above Federal Standards
Percent achieving employment outcome	55.80%	62.76%	Above Federal Standards
Percent with earnings above minimum wage	72.60%	99.80%	Above Federal Standards
Percent with significant disabilities	62.40%	100.00%	Above Federal Standards
Ratio of average earnings to state average earnings	0.52	0.58	Above Federal Standards
Increase in percent whose income is largest source of support	53.00	57.26	Above Federal Standards
Minority access	0.80	0.86	Above Federal Standards

Having received some recognition for short stories he had written, Richard Duncan had dreamed of some day having his short stories and poetry published. Writing has been a creative outlet for Richard as he deals with depression and its effect on his life.

Meeting with staff of the Lincoln office of Voc Rehab provided the encouragement Richard needed. He would take some creative writing courses and improve his technical skills on the computer. His current position at Concordia College gives Richard the flexibility to pursue his writing as well as review other possible career options. Richard reached his goal when his first book, *Butterfly Angel*, was published. He appreciates the encouragement and ongoing support of Voc Rehab staff.

*“Driving is fun.
It’s also a big
responsibility.”*

Chris Powers
Grand Island Red Lobster

Chris Powers was born with achondroplasia dwarfism. Professionals also identified some speech and language problems at an early age. Living with his aunt and uncle since age six, Chris thrived and proved to be extremely bright.

While looking into Chris’s options for hand controls for the family vehicle, the family was referred to Voc Rehab in Grand Island.

Together with Assistive Technology Partnership, Voc Rehab helped Chris find the proper equipment so he could drive. Voc Rehab has also helped with his career planning, vocational counseling, and job search. He plans to attend Central Community College for two years, and then pursue an accounting degree at a four-year college.

SUCCESS STORY



Chris Powers



Annual Program Costs

	Cost of Program
Administration	\$3,302,560.00

CLIENT SERVICES

	Cost of Program
Provided by VR Staff	\$9,974,339.00
Purchased from Community Rehab Programs	\$1,623,641.00
Purchased from Other Vendors	\$3,825,993.00
All Other Client Services	\$377,228.00
Total	\$15,801,201.00

PURCHASED FOR CLIENTS

	Cost of Program
Assessment	\$213,646.00
Higher Education	\$1,875,275.00
Miscellaneous Training	\$1,987,196.00
Maintenance	\$99,859.00
Personal Assistance Services	\$9,876.00
Transportation	\$195,621.00
Rehabilitation Technology Services	\$886,430.00
Small Business Enterprise	\$102,668.00
All Other Services	\$79,063.00
Total	\$5,449,634.00

SRC Committee Reports

Transition Services Committee

Members: Kim Boyce, Alvin Fox, Gayle Hahn, Frank Lloyd, and Linda Douglas (Chair), VR Advisor-Jack Shepard

The Transition Services Committee met during each State Rehabilitation Council Meeting. Some activities in which the committee was involved included:

- Jack Shepard from NDE Special Populations (SPED) joined the Vocational Rehabilitation staff in the area of transition. Jack works with VR 90% of his contract and 10% with SPED.
- The new transition brochure was printed and distributed across the state. VR received excellent feedback on the brochure.
- The transition guide was revised and is now being used by VR offices across the state. A condensed version of the guide will be developed for school district use.
- There are plans to develop a small focus group with representation from each area of the state. The focus group will review needs and resources, as well as problems that are being addressed, and problems that are not being addressed.

The result of this work will give VR a better understanding of the issues that VR needs to address in order to continually improve services.

- The committee decided to invite school and community teams to attend SRC meetings to discuss activities that have assisted both VR and school districts. This will provide information that the Transition Service Committee could use in developing a survey to determine the working relationship between the schools and VR.
- A new Transition Resource Packet for Educators has been developed. The packet was distributed across the state to both VR offices and schools. It is an excellent resource for all staff members who work with transition age students.

The Transition Services Committee welcomes input from students, families, and staff members regarding suggestions, questions, and comments that will help the committee continue to improve transition services.

“I am really happy with how things are going.”

Doug McElwain
Vatterott College, Omaha



Doug McElwain

Determination kept Doug McElwain focused on his goal of returning to full-time employment in a library setting. Doug experiences a hearing loss, Tourette's Syndrome and Obsessive-Compulsive Disorder (OCD). It was difficult for Doug to stay employed. He worked with Specialists Anissa Jenkins and Joy Dobrauc, in the Omaha office of Voc Rehab. New hearing aids replaced his out-dated ones, time spent working in the Voc Rehab computer lab updated his skills, and Joy provided assistance creating a professional resume. Doug also received Benefit Analysis counseling, which explained the impact of full-time employment on Social Security benefits. Careful planning resulted in success. Doug accepted a librarian position with Vatterott College and enjoys working in the field he loves.

SRC Committee Reports

CONSUMERS SERVED BY LEGISLATIVE DISTRICT

District	Total	Percent
1	105	1.9
2	64	1.1
3	34	0.6
4	29	0.5
5	51	0.9
6	59	1.1
7	96	1.7
8	86	1.5
9	96	1.7
10	93	1.7
11	164	2.9
12	54	1.0
13	80	1.4
14	29	0.5
15	67	1.2
16	98	1.8
17	150	2.7
18	163	2.9
19	309	5.5
20	56	1.0
21	80	1.4
22	194	3.5
23	129	2.3
24	147	2.6
25	96	1.7
26	88	1.6
27	98	1.8
28	374	6.7
29	139	2.5
30	95	1.7
31	32	0.6
32	103	1.8
33	249	4.5
34	75	1.3
35	202	3.6
36	156	2.8
37	189	3.4
38	113	2.0
39	32	0.6
40	122	2.2
41	135	2.4
42	138	2.5
43	113	2.0
44	92	1.6
45	67	1.2
46	110	2.0
47	78	1.4
48	166	3.0
49	96	1.7

Employer Relations Committee

Members: Sandy Ham, Marc Hultine, Michael Newman, Susan Rocker, Mark Schultz, Pearl Van Zandt, Eileen Curry (Chair), Jim Coyle-VR Advisor

The newly developed Employer Relations Committee has set dynamic goals for the SRC. Seven Council members have chosen to serve on this committee. Jim Coyle serves as VR advisor. Goals of this committee include the following:

- Address consumers' issues in job assessment, job seeking, initiating the work process, follow-up, retention, and advancement.
- Business recruitment from two aspects: possible consumer placement and awareness/knowledge of and active participation with SRC.

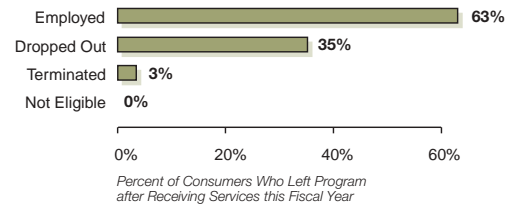
1) Identify and sustain relationships with key employers across the state.

2) Develop employer questionnaires to ascertain updates on employer needs and how VR can assist.

- Acknowledge outstanding service by employers to consumers through the council on a regular basis.
- Development of VR's role in employer accountability.
- Collaboration with other organizations or agencies.
- Data collection of employment trends statewide and nationally.

The Employer Services Committee is supported by new materials presented by VR that will assist in our goals of outreach and accountability, such as Finding the Job that Works for You, the Application Pocket Guide and Successful Job Search Tips. These materials further enable positive interaction with employers across the state. We welcome interested individuals to contact the Council to assist in our services to our consumers and community.

OUTCOME FOR CONSUMERS EXITING PROGRAM AFTER RECEIVING SERVICES



Client Services and Satisfaction Committee

Members: Sharon Bloechle, Dave Jelinek, Kipp Ransom, Vicki Rasmussen, Merwyn Vavrina and Les Kimmons (Chair), Don Crouch-VR Advisor

The Client Services Committee is pleased to report the following activities this year.

- Encourage, educate, and develop increased client involvement by stating in writing VR declarations on the handout folder. The Client Services Committee members approved and voiced support to the State Rehabilitation Council for the wording used.
- Establish statewide consistency in the Individual Plan for Employment Process. The Client Services Committee is also concerned with providing additional benefits to the people served which are important for future accessibility, employment opportunities, and their future success. The Client Services Committee affirmed their support to the State Rehabilitation Council for a consistent application process to people across the State of Nebraska in both the

geographically diverse rural farm and ranch areas of Nebraska and in the demographic urban centers located primarily along the I-80 corridor and in Eastern Nebraska.

- The committee is fortunate to have the services of the Client Assistance Program (CAP) and thanks the Director for the attention to detail, focus on the law and regulations, and information and assistance provided to VR Office Directors for follow-up response to any client complaints.
- In addition to maintaining vigilance for quality of services and satisfaction, the committee will focus on a follow-up survey of the new IPE (Individual Plan for Employment) booklet to assess its consistent use and benefit for people applying for VR services. State office staff will use a telephone survey to document and report its effectiveness of area VR services for consumers on a statewide basis.

We look forward to continued oversight responsibilities, and review of VR expertise and activities for the people we serve.

CUSTOMER SERVICE VALUES

Nebraska Vocational Rehabilitation is dedicated to quality employment solutions for individuals with disabilities.

We empower by:

Respecting the individual.

Appreciating differences.

Communicating effectively.

Focusing on strengths.

Thinking creatively.

Acting responsibly.

State Rehabilitation Council Members

October 1, 2005—September 30, 2006

CONTACT INFORMATION:

The State Rehabilitation Council (SRC) values the input and involvement of all citizens in Nebraska regarding rehabilitation services. All SRC meetings are open to the public and are a great opportunity for the public to voice concerns.

MEETINGS:

Meeting dates, times and locations are posted on the Vocational Rehabilitation web site at www.vocrehab.state.ne.us.

WRITE:

State Rehabilitation Council Chairperson
Nebraska Department of Education
301 Centennial Mall South
P.O. Box 94987
Lincoln, NE 68509

CALL:

402.471.6301
877.637.3422 (V/TTY)

FAX:

402.471.0788

Sharon Bloechle
Omaha
Consumer/Advocate

Kim Boyce
Lincoln
Business

Eileen Curry
Lincoln
Business/Consumer

Linda Douglas
Lincoln
Special Education Administrator

Alvin Fox
McCool Junction
Statewide Independent Living
Council/Business/Consumer

Gayle Hahn
Hastings
Easter Seals/Consumer

Sandy Ham
Lincoln
Consumer

Marc Hultine
Hastings
Community Rehabilitation Service
Provider/Business

Dave Jelinek
Grand Island
Vocational Rehabilitation
Counselor/Consumer

Les Kimmons
Omaha
Parent Training Center

Frank Lloyd
Lincoln
Director, Vocational Rehabilitation

Michael Newman
Omaha
Business

Kipp Ransom
Lincoln
Business/Consumer

Vicki Rasmussen
Lincoln
Client Assistance Program

Susan Rucker
Lincoln
Business

Mark Schultz
Lincoln
Assistive Technology Project

Pearl Van Zandt
Lincoln
State Workforce Investment Board

Merwyn Vavrina
Lincoln
Consumer

STATE REHABILITATION COUNCIL

Department of Education

State of Nebraska

P.O. Box 94987

Lincoln, Nebraska 68509-4987

13-51-10

NON-PROFIT ORG.
U.S. POSTAGE
PAID
LINCOLN, NE
PERMIT NO. 212